



Job Description

Position: Receptionist

Employment type: Full-time (Exempt)

Office Location: Suburban Office (1166 S Elmhurst Rd, Mt. Prospect, IL 60056)

Work Hours: 8:30 AM - 4:30 PM, Monday - Friday

Supervisor: Eunji Lee, Director of Healthy Aging

Description:

- Responsible for providing secretarial, clerical, and administrative support in order to ensure that the organization provides needed services in an effective and efficient manner
- Provide friendly and professional customer service to all clients and visitors to the agency
- Assistance to Senior and Social Services team

Responsibilities:

Receptionist Role

- Answer and direct phone calls coming through Hanul's three offices in a polite and friendly manner.
- Keep detailed and accurate requests and inquiries from clients in the agency's telephone log.
- Provide general resources to clients and transfer calls to staff-in-charge when necessary.
- Schedule appointments for clients by accessing Google calendar schedules for each staff member.
- Maintain and operate the agency's telecommunication system by updating tele-messages on a regular basis.
- Welcome clients and visitors in a warm and friendly manner, notify the staff of visitor's arrival, answer any questions visitors might have, and keep track of the office visitor log.
- Maintain reception and common areas in a clean and tidy manner at all times.
- Operate standard office equipment including printers, copy machines, computers, fax machines, etc.
- Maintain the general office filing system.

Senior and Social Services Team Assistance

- Stay current with up-to-date federal and state senior assistance program changes or policies by attending webinars and training.
- Assist Senior and Social Services team with case file management by organizing filing cabinets and contacting clients about missing information.
- Assist client intake and case management process in coordination with Senior and Social Services Coordinators.
- Assist with client data management.



한울 종합복지관 Hanul Family Alliance

CHICAGO
5008 N. Kedzie Ave
Chicago, IL 60625
T: (773) 478-8851
F: (773) 478-8552

NORTH SUBURBS
1166 S. Elmhurst Rd
Mt. Prospect, IL 60056
T: (847) 439-5195
F: (847) 439-5197

LAKE COUNTY
300 Knightsbridge Pkwy Ste 125
Lincolnshire, IL 60069
T: (847) 393-7488
F: (847) 393-7517

Other

- Attend all-staff and office staff meetings, as well as team meetings when necessary.
- Participate in the agency's fundraising activities and events.
- Provide support to the programs and services happening at the Suburban Office.
- Provide assistance to the nutrition program lunch packaging task.

Qualifications:

- Bachelor's Degree or equivalent working experience in experience in customer service, social service programs, and/or older individuals
- Bilingual and bicultural (Korean-English) knowledge
- Friendly and professional attitude when engaging in customer service
- Excellent communication and interpersonal skills
- Working knowledge of governmental and non-governmental programs and community resources is preferred
- Computer skills, including cloud computing software (G-Suites) and cloud base conferencing software (Zoom), to fulfill required tasks
- Passion to work with older adults

Benefits include

- Paid time off
- Health and Dental Insurance
- 401(K)
- Travel mileage reimbursement
- Free lunch from Hanul's kitchen
- Remote work option one day per week

How to Apply: Send your cover letter and resume to hanul@hanulusa.org indicating your desired position in the subject line.

To learn more about Hanul Family Alliance, visit our website at www.hanulusa.org



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직책 : 리셉셔니스트

고용형태 : 풀타임 (full-time)

근무시간 : 월 - 금, 8:30am - 4:30pm

근무처 : 한울 북부 사무소 (1166 S Elmhurst Rd, Mt. Prospect, IL 60056)

담당 업무 :

- 전화 및 대면으로 고객응대 및 서비스 예약 지원
- 조직 전화 시스템 관리
- 소셜 서비스 부서 업무보조
 - 클라이언트 예약 및 방문시 응대 지원
 - 수혜자 데이터 입력 및 관리
 - 케이스 파일 캐비닛 정리
 - 클라이언트 응대를 위한 각종 공공부조 및 복지 프로그램 관련 지식 습득
 - 수혜자 데이터 입력/관리
- 기타 북부 사무소 프로그램 지원 및 보조

자격조건 :

- 학사학위 또는 동등한 경력 소지자
- 고객 응대 서비스 경력자 우대
- 한국어/영어 이중언어 가능자
- 컴퓨터 사용 필수 (G-Suite, Microsoft Office, Zoom, etc)

혜택

- 유급 휴가, 병가
- 건강 및 치과 보험
- 401(k) 은퇴연금
- 무료 점심
- 주 1회 재택 근무 옵션

신청방법: 영문 이력서와 커버레터 hanul@hanulusa.org 로 제출

문의: elee@hanulusa.org 847-439-5195 ext.204